

Himmler Tayeh

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STRONG AND DECISIVE OPERATIONS AND CUSTOMER SERVICE MANAGER WITH EXCELLENT ANALYTICAL, ORGANIZATIONAL, TEAM BUILDING AND PLANNING SKILLS. MAINTAINS AN UNCOMPROMISING FOCUS ON HIGH-QUALITY STANDARDS AND BOTTOM-LINE PROFIT IMPROVEMENT. EFFECTIVE TECHNICAL AND COMMUNICATION ABILITIES.

EXPERIENCE

SEPTEMBER 2021 – DECEMBER 2022

OR MANAGER

VIVO REGIONAL OFFICE - JORDAN

- ◇ Acted as a team lead to achieveing monthly and annual sales out-target plans with sales representatives;
- ◇ Maintained the Operating Room as assigned, in accordance with written policies and in compliance with various regulatory and accrediting agencies;
- ◇ Supervised the development and implementation of the merchandising strategy for all products in all retail POSM and aligned with global brand images;
- ◇ Led sales force team and trained for strategy development while working with the Channel Manager for sales policies;
- ◇ Manages Vendor coordination and maintains high-level collaboration and communication with partners and collected competitors' and paired institutions' information.

MARCH 2017 – SEPTEMBER 2021

BRANCH MANAGER

REACH DATA INSTALLATION – HUAWEI JORDAN

- ◇ Directed all operational aspects including distribution, customer service, human resources, administration and sales in accordance with the company's objectives;
- ◇ Provided training, coaching, development and motivation for company's personnel;
- ◇ Developed forecasts, financial objectives and business plans;
- ◇ Located areas of improvement and proposed corrective actions that meet challenges and leverage growth opportunities;
- ◇ Addressed customer and employee satisfaction issues promptly;
- ◇ Adhered to high ethical standards, and comply with all regulations/applicable laws.

SEPTEMBER 2014 – MARCH 2017

SALES PROMOTER

REACH DATA INSTALLATION – HUAWEI JORDAN

- ◇ Listened to what customers wanted and helped them find the perfect product for their needs;
- ◇ Built product knowledge and delivered this knowledge in engaging ways;
- ◇ Set up attractive product displays and promotional booths;
- ◇ Delivered presentations and demonstrations to customers and other stakeholders;
- ◇ Engaged in meaningful interactions and built good relationships with customers;
- ◇ Followed-up with customers and provided guidance on product selection;
- ◇ Networked with other relevant stakeholders.

JUNE 2013 – FEBRUARY 2014

PERSONAL BANK ACCOUNT OFFICER

ARAB BANKING CORPORATION – ABC BANK

- ◇ Acted as sales person and customer service agent;
- ◇ Handled accounts inquiries from internal and external sources;
- ◇ Made regular contact with clients to ensure payment;
- ◇ Ensured company financial accounts, such as credit cards, are paid on time;
- ◇ Performed internal audits on financial activities as necessary.

MAY 2012 – JANUARY 2013

RECEPTIONIST

CANYON HOTEL AMMAN

- ◇ Serviced visitors by greeting, welcoming, and directing them appropriately;
- ◇ Notifies company personnel of visitor arrival;
- ◇ Maintained security and telecommunications system;
- ◇ Maintained security by following procedures, monitoring logbooks, and issuing visitor badges;
- ◇ Kept a safe and clean reception area by complying with procedures, rules, and regulations.

EDUCATION

2009 –2013

BACHELOR OF MARKETING, YARMOUK UNIVERSITY

SKILLS

- Proficient with Microsoft Office Suite and SPSS
- Excellent leadership and management skills
- Excellent Negotiation and closing skills
- Excellent sales, customer service, and interpersonal skills
- Risk management
- Excellent Organizational and communication skills
- Ability to prioritize tasks, delegating when appropriate
- Time management
- Attention to details

LANGUAGES

- Arabic: Mother tongue
- English: Fluent

REFERENCES

- Upon request